

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (H1) Estimated Price Report Process System(EPRPS)Maintenance

TA No: SLB014-Rev12

Task Area Monitor: **Alternate Task Area Monitor:**

NASA POC: **Software Control Class:**

Low Control

Type of Task: Recurring Task

2. BACKGROUND

The web-enabled estimated price report process replaces existing manual document and approval processes for SAA and IA; it resides on the ISB central servers and is accessed through the LaRC intranet-larc.nasa.gov.

3. OBJECTIVE

The task revision is to allow an extension to the period of performance. The contractor shall maintain the EPRPS Web sites and applications as requested by the TAM.

4. GENERAL IT SUPPORT SERVICES

Services Specified Through Exhibit A:

Provide on-going maintenance and customer support for EPRPS.

General IT Support Services Performance Metrics

Performance Standard: The contractor delivers product within costs and schedule.

Performance Metrics:

Exceeds: The contractor delivers application to the customer prior to scheduled delivery date and under cost.

Meets: The contractor delivers application to the customer on scheduled delivery date and within cost.

Fails: The contractor delivers application to the customer after scheduled delivery date and/or exceeds stated cost by more than 10%.

Performance Standard: Cost reports allow the government to accurately track the costs of development.

Performance Metrics:

Exceeds: The contractor provides to the TAM a monthly report by the 10th of the month, containing all of the information as stated in the work area requirements. All overruns are highlighted, explained, and revised estimates provided.

Meets: The contractor provides to the TAM a monthly report by the 15th of the month, containing all of the information as stated in the work area requirements. All overruns are highlighted, explained, and revised estimates provided.

Fails: The contractor does not provide to the TAM a monthly report by the 20th of the month, containing all of the information as stated in the work area requirements. Overruns are not highlighted, explained, and revised estimates are not provided.

Performance Standard: Product quality meets customer expectations.

Performance Metrics:

Exceeds: Product performance exceeds customer's documented requirements and expectations. Product provides service to the customer beyond anticipated use requirements. Customer provides written or verbal communication indicating the same.

Meets: The product performs as documented in the requirements and meets customer needs. Customer is satisfied with product and uses in the manner intended.

Fails: Product does not perform as documented in the requirements and customer expectations are not met. Customer is not satisfied with product and cannot use in the manner intended.

Performance Standard: The application meets reasonable response metrics on an average configuration of a LaRC client machine unless otherwise accepted by the customer.

Performance Metrics:

Exceeds: The application displays requested information less than 2 seconds following customer submission.

Meets: The application displays requested information within 2 seconds following customer submission.

Fails: The application takes greater than 2 seconds following customer submission to display requested information.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

Accessible from the larc domain only.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

Non required.

10. JOINT REVIEW SCHEDULE

Review meetings will be scheduled by the TAM as needed.

11. PERIOD OF PERFORMANCE

This TA is effective from 06/01/01 to 04/27/09

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 65% Timeliness: 35%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding has not been entered for this TA.

15. MILESTONES

None required.

16. DELIVERABLES

Number	Deliverable Item	Deliverable Schedule
1	Customer support and application maintenance as needed	TBD

17. FILE ATTACHMENTS

None.